
Job description

Date: 17 April 2019

Department: City and Neighbourhood Services

Post number: 915

Section: Waste and Fleet Logistics

Job title: **Communication Network Controller**

Grade: Scale 3

Main purpose of job

To be responsible to the Waste Collection Manager or Operations Manager for the control of the communication network systems and to assist in the co-ordination and utilisation of all the vehicles in the Cleansing fleet.

To carry out any clerical duties as and when required.

Summary of responsibilities and personal duties

1. To be responsible for the control of the communication network systems within Cleansing Services, for example, radio and telephones.
2. To assist with the coordination and utilisation of the civic amenity site 'system' and to liaise with the Transport Supervisor.
3. To answer and record general enquiries from the public and to deal with complaints or queries, in accordance with council procedures.
4. To communicate with staff on queries, passing on instructions and messages.
5. To take minutes at meetings and hearings, as required.
6. To carry out general clerical duties including operating a range of information technology systems.
7. To assist in the preparation of appropriate reports and other information as required.
8. To undertake any other duties that may be assigned as required by the Waste Collection Manager, Area Cleansing Manager and Supervisors.
9. To liaise with other council departments to ensure coordination of service delivery.
10. To be responsible for the recording and issuing of fuel keys or cards and to monitor fuel usage within Cleansing Services.
11. To have responsibility for maintaining the fuel management system and assist as required with fuel delivery and stock-taking.
12. To undertake the duties in such a way as to enhance and protect the reputation and public profile of the city council.
13. To undertake such other relevant duties as may, from time to time, be required.

This job description has been written at a time of significant organisational change and it will be subject to review and amendment as the demands of the role and the organisation evolve. Therefore, the post-holder will be required to be flexible, adaptable and aware that they may be asked to perform tasks, duties and responsibilities which are not specifically detailed in the job description but which are commensurate with the role.

Employee specification

Date: 17 April 2019

Department: City and Neighbourhood Services

Post number: 915

Section: Waste and Fleet Logistics

Job title: **Communication Network Controller**

Grade: Scale 3

Essential criteria

Applicants must, as at the closing date for receipt of application forms and throughout the selection process, be current Belfast City Council employees.

Experience

Applicants **must**, as at the closing date for receipt of application forms, be able to demonstrate on the application form, by providing personal and specific examples, at least one year's relevant experience in each of the following three areas:

- (a) effective communication skills, including dealing with members of the public in a confident and calm manner;
- (b) carrying out a range of office and administration duties for management, including writing reports and compiling and analysing service information; and
- (c) controlling and operating substantial communications equipment, for example, a two-way radio communication system or extensive switchboard.

Special skills and attributes

Applicants must be able to demonstrate evidence of the following special skills and attributes, which may be tested at interview:

Written communication skills: a good standard of literacy and comprehension, with the ability to write reports.

Oral communication skills: the ability to communicate effectively at an operational level.

Information technology skills: the ability to use standard office programmes, including word processing, spreadsheets and databases, and communications equipment.

Decision making skills: the ability to make decisions about individual working.

Prioritising workload skills: the ability to prioritise supervised work on a work allocated basis.

Team working skills: an effective team member, contributing to the success of the team and achievement of objectives.

Performance management skills: an awareness of standards of performance and the needs to work to achieve established targets.

Customer care skills: an awareness of the importance of responding to the needs of both internal and external customers.

Health and safety skills: an understanding of the importance of personal responsibility for health and safety compliance.

Short-listing criterion

In addition to the above experience, Belfast City Council reserves the right to short-list only those applicants who, as at the closing date for receipt of application forms, can demonstrate on the application form, by providing personal and specific examples, at least two years' relevant experience in each of the three areas detailed above (a) to (c).

Belfast City Council

Terms and conditions of employment

Communication Network Controller (Scale 3)

Waste and Fleet Logistics Section

City and Neighbourhood Services Department

Job applicant privacy notice

Belfast City Council is the Data Controller under the General Data Protection Regulations (GDPR) for the personal data it processes relating to job applicants. Processing data from job applicants allows the council to manage the recruitment process, assess and confirm an applicant's suitability for employment and decide to whom to offer a job. It may also need to process data from job applicants to respond to and defend against legal claims.

If you apply for this job, you will be providing your personal data to the council whose lawful basis for processing it is for the performance of a task carried out in the public interest or in the exercise of official authority. In some cases, the council will also need to process your data to ensure it is complying with its legal obligations. For example, to monitor applicants' sensitive data for equal opportunities purposes and to check applicants' eligibility to work in the UK before employment starts. The council will collect a range of information about you, including:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, which may include benefit entitlements;
- whether or not you have a disability, or if your first language is not English, so that it can make reasonable adjustments, as required, during the recruitment process; and
- information about your entitlement to work in the UK etc.

The council will collect this information in a variety of ways for example, by application forms, through forms of assessment and, or interview or from your identity documents. It may also collect personal data about you from third parties, such as references, but it will only seek this data if you have been recommended for appointment to the post and it will inform you that it is doing this. Your personal data may be shared internally within the council with staff who are involved in the recruitment process and, where necessary, between internal departments for the purpose of ensuring a fair, systematic and objective recruitment and selection process is in place. It will also be shared with external consultants for the purposes of candidate attraction and selection, where appropriate. Your personal data will not be shared or disclosed to any other organisation without your consent, unless the law permits or places an obligation on the council to do so. Your data will be stored in a range of different places including the recruitment file, the HR information management system and other IT systems such as email. It will be held and stored by the council in a safe and secure manner in compliance with Data Protection legislation and in line with the council's Records Retention and Disposal Schedule.

As a data subject, you have a number of rights. These include your right to:

- access and obtain a copy of your personal data on request;
- require the council to change incorrect or incomplete personal job applicant data; and
- require the council to delete or restrict processing your data.

If you have any queries regarding the processing of your personal data, please contact our Job Line on 028 9027 0640. If you wish to contact the council's Data Protection Officer, please write to Belfast City Council, City Hall Belfast, BT1 5GS or send an email to records@belfastcity.gov.uk

Please see further details of the terms and conditions relating to this post set out below:

Appointment

The appointment will be made by the selection panel, but will be subject to ratification by the director of the relevant department.

There is currently one permanent, full time post.

There may be a reserve list of applicants drawn up for this post which would last for a maximum of 12 months. Should a similar post become vacant within this time, it may be offered to those on the reserve list, in order of merit, without further interview. For generic type posts, this may include posts in another department. **These posts may be either full-time or part-time on a permanent or temporary basis.**

An existing permanent employee will be offered a temporary post on the basis of undertaking a 'temporary project/cover/review' post with the right to return to his or her substantive post at the conclusion of the 'temporary project/cover/review' post. An existing fixed term contract employee will be offered a temporary post on the basis of a further fixed term contract in a 'temporary project/cover/review' post but with no automatic right to revert back to his or her original fixed term contract post. Fixed term contract employees should give consideration to this prior to applying for or accepting another post on a temporary basis.

Only Belfast City Council employees, who are employees as at the closing date for this post and who continue to be employees throughout the selection process for this post, are eligible to apply. Agency assignees and casual workers, who are not Council employees, are not eligible to apply. Applicants who are no longer current employees as at the short-listing, testing/assessment or interview stage will not be eligible to progress through the process, even if they were an employee at the closing date for receipt of applications. Similarly, if placed on the reserve list, applicants must still be current employees as at the point in time that a vacancy arises. Applicants who are no longer Belfast City Council employees will not be offered any future vacant posts from a reserve list, even if the timing of the reserve list is still valid.

Applicants recommended for appointment must complete all relevant pre-employment checks within 10 working days or consideration will be given to withdrawing the recommendation for appointment and no formal offer of appointment will be made. Upon completion of relevant checks, applicants must formally accept and start employment in the post within a four week period. If offered a permanent post, employees currently undertaking a temporary project/cover/review post will not be permitted to continue working in that temporary post, even if it is of a higher grade. They must take up the permanent post within a strict four week period. This has always been the agreed practice within Belfast City Council and it is of critical importance that it is strictly adhered to especially during this period of significant re-organisation and change when the Council is striving to achieve permanency and stability.

Should your contact telephone numbers or your address change since you submitted your application form, it is your responsibility to notify the HR Employee Resourcing Unit on 028 9027 0640 or by emailing jobs@belfastcity.gov.uk with your new contact details.

Job details

Job description: please refer to the job description for details of the duties of the post.

Employee specification: please refer to the attached employee specification for details of any qualifications, licences, memberships of professional bodies, experience, etc. which are required for the post. Should an applicant be recommended for appointment to this post, he or she will be required to produce official original proof of any qualifications, licences, memberships, etc. he or she relied upon to support their application. Please also be advised that an applicant must provide evidence to demonstrate that he or she was in possession of such qualifications, licences, memberships, etc. at the closing date for applications.

Remuneration

The salary will be determined by the council in line with that determined by the National Joint Council for Local Government Services, currently Salary Scale 3, SCP 5 to 7, £18,795 - £19,554 per annum (in normal circumstances, the starting salary is the minimum point), paid monthly by direct payment by the Bankers Automated Clearing System (BACS) to a bank or building society account of your choice.

Location

The person appointed will be based initially in the Duncrue Complex, Duncrue Road, Belfast, BT3 9BP but will be required to work in and, or visit other locations.

Pre-employment checks

Prior to taking up duty the person recommended for appointment must:

- (a) Enter into an agreement which sets out the main terms and conditions of employment.
- (b) Produce official evidence of his or her qualifications, driving licence (both parts) and, or membership of a professional qualification as required. Please be advised that applicants must provide evidence to demonstrate that they were in possession of them at the closing date for applications.

If the person appointed acquires a conviction throughout the course of his or her employment with Belfast City Council, he or she must bring this to the attention of his or her line manager/departmental HR representative. Failure to comply with this request can result in a breach of the terms and conditions of employment and may result in sanction or dismissal. Any information will be dealt with confidentially and help is available.

Council policies

The person appointed will be required to comply with all current and future council policies, procedures, guidelines, agreed working practices and any relevant collective agreements.

Conditions

The general conditions of service as prescribed from time to time by the National Joint Council for Local Government Services and by the council for its officers shall apply to the appointment.

Hours of duty

The hours of duty are 37 per week, working 8.30am – 4.30pm Monday to Thursday and 8.30am - 4.00pm on Friday, but the person appointed will be required, from time to time, to cover another shift of 7.00am – 3.00pm Monday to Thursday and 7.00am – 2.30pm on Friday.

However, the person appointed may be required to start and finish work at specific times that suit the operational needs of the service and she/he may also be required to work outside of these hours.

Annual leave

The person appointed will be entitled to 21 days annual leave plus 12 bank or other holidays.

Leave entitlement will be increased by four working days in the case of officers who have not less than five years' continuous service and by a further three days in the case of officers who have not less than 10 years' continuous service.

The leave year commences on 1 April and new entrants to the service will be entitled to leave proportionate to completed months of service.

This entitlement applies to five day working patterns. An equivalent leave entitlement will be calculated on a pro rata basis for alternative work patterns.

Sick leave

This scheme is intended to supplement Statutory Sick Pay and Incapacity Benefit so as to maintain normal pay during defined periods of absence on account of sickness, disease, accident or assault. Absence in respect of normal sickness is entirely separate from absence through industrial disease,

accident or assault arising out of or in the course of employment with a local authority. Periods of absence in respect of one shall not be set off against the other for the purpose of calculating entitlements under the scheme. Employees are entitled to receive sick pay for the following periods:

During first year of service	one month's full pay and (after completing four months service) two months half pay
During second year of service	two months' full pay, and two months' half pay
During third year of service	four months' full pay, and four months' half pay
During fourth and fifth years of service	five months' full pay, and five months' half pay
After five years' service	six months' full pay, and six months' half pay

Superannuation

The person appointed will automatically become a member of the Local Government Pension Scheme (Northern Ireland) LGPS (NI) in line with scheme regulations. He or she may opt out of the scheme. However, the council is required to comply with automatic enrolment provisions and will automatically enrol the person appointed at certain times. The LGPS (NI) is administered by Northern Ireland Local Government Officers' Superannuation Committee (NILGOSC) (www.nilgosc.org.uk).

Canvassing

Canvassing in any form, oral or written, direct or indirect, will disqualify an applicant for appointment. Candidates can, however, contact the relevant department for further information about the post. The person from the relevant department who provides further information should not be a member of the selection panel.

Notice

The minimum period of notice to be given by an employee shall normally be the ordinary period from one payment of salary or wages to the next.

Belfast City Council may terminate an employee's employment with the council by giving the following period of notice:

Continuous service	Period of notice
One month or more but less than two years	Not less than one week
Two years or more but less than twelve years	Not less than one week for each year of continuous service
12 years or more	Not less than 12 weeks

If applicable, for temporary project / cover / review posts, it is usual to give one week's notice to terminate these temporary arrangements and your statutory notice period which relates to your substantive post with the council remain unchanged.

Probationary period

The person appointed may be required to complete a six month probationary period, if this is a requirement of the relevant department.

Interview expenses

Reimbursement of interview expenses is not available.

Receipt of applications

Completed applications must be received by **4pm on Wednesday, 13 November 2019**.

Please note that it is the candidate's responsibility to ensure that his or her application form is submitted and received in the Human Resources Section by this closing date and time. Application

forms returned electronically must be submitted as an email attachment. Due to the council's Computer Use Policy and security protocols, storage services such as SkyDrive are not accessible. Applications submitted as a link to a storage service will not be accepted. No late application forms will be considered. No application forms, or supporting information in respect of an already submitted application form, will be considered after this date and time. Applications will not be accepted by fax.

Short-listing and interview date

It is envisaged that short-listing for this post will take place on **Thursday, 14 November 2019**. Whilst no specific testing or assessment arrangements are anticipated for this post, depending on the volume of applicants, the council reserves the right to include these mechanisms as part of the selection process. It is also envisaged that interviews will be held on **Thursday, 21 November 2019**.

The council will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date but it is under no obligation to do so.

Belfast City Council

Application for appointment as:

Communication Network Controller (Scale 3) One full-time permanent post

(This permanent post is being internally trawled as a result of the council's ongoing programme of re-organisation and change. Applicants must be current Belfast City Council employees as at Wednesday, 13 November 2019, and throughout the selection process to be eligible to apply. Agency assignees and casual workers, who are not council employees, are ineligible to apply.)

Waste and Fleet Logistics Section

City and Neighbourhood Services Department

Name of Applicant:

Address:

The closing date for applications is **4pm on Wednesday, 13 November 2019.**

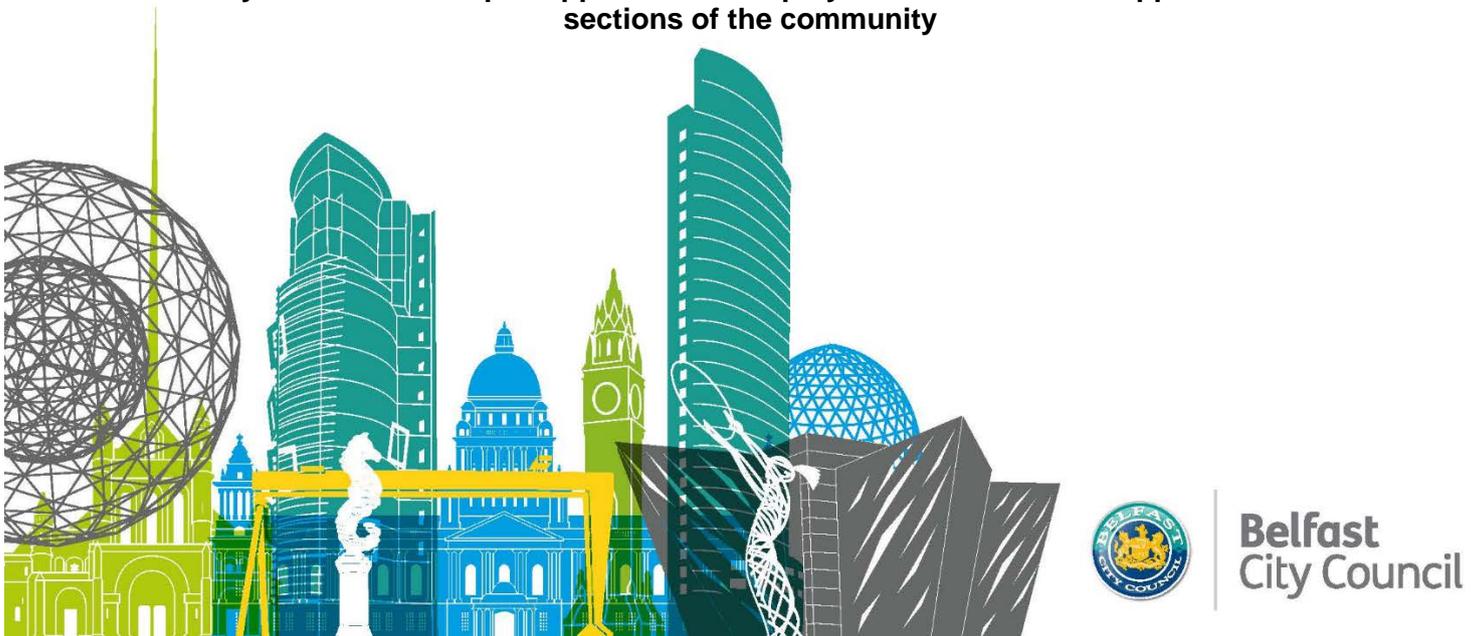
Completed application forms should be emailed to jobs@belfastcity.gov.uk and you will receive an automatic reply when your application has been received. If you don't receive an acknowledgement within 30 minutes, please call 9027 0640 to confirm receipt (office hours are normally Mon-Thurs 8.30am-5pm, Fri 8.30am-4.30pm). You must confirm receipt **before** the closing date and time as we will not be able to accept applications that are sent but not received before the closing date and time.

Completed application forms can also be returned to:

Job Applications
9 Adelaide
9-21 Adelaide Street
Belfast, BT2 8DJ

If you have a disability and require any reasonable adjustments, or your first language is not English and you require any assistance with any aspect of our recruitment and selection process, please call 028 9027 0640

Belfast City Council is an equal opportunities employer and we welcome applications from all sections of the community



In addition to filling the immediate vacancy, we also intend to create a reserve list of successful applicants, in strict order of merit based on performance at interview. We anticipate that this list will last for 12 months, or until it is exhausted, whichever is sooner.

Therefore, should a similar post to the immediate vacancy become available within this time we may offer it to those on the reserve list, in order of merit, without further interview.

These posts may be either on a permanent or temporary basis and may be working full-time, part-time or job-share hours.

Please indicate below whether you would be interested in a permanent, or temporary (including fixed term) posts working full-time, part-time or job-share hours by ticking the appropriate boxes.

If you are interested in permanent, temporary, full-time, part-time and, or job share positions please tick (✓) all of the relevant boxes below:

Contract type:

Permanent Temporary

Hours of work:

Full-time Part-time Job share

You can apply for all positions and, if appointed to the reserve list, you will be considered for permanent and temporary vacancies and for full-time, part-time and, or job share hours.

If you apply for all positions, you can accept an offer of temporary employment without giving up your right to be considered for a permanent post. Similarly, you can accept a post working part-time hours without giving up your right to be offered a post working full-time hours.

It is important to note: If you are placed on the reserve list, you will only be offered vacant posts on the basis of the information you have provided above. For example, if you have ticked that you are applying for a permanent position only and a temporary position becomes available, we will not offer you this temporary post.

Section 1: Personal details

Are you currently employed by Belfast City Council

(If you only work within Belfast City Council on a casual basis please mark your answer as No [see below])? Yes No

If yes, please enter your staff number:

Are you a current agency assignee or casual worker with Belfast City Council?

Yes No

(Please note: agency assignees and casual workers are ineligible for this post.)

1. Your details

(a) Title: (Mr, Mrs, Ms, Miss, Dr etc)

(b) Forenames:

(c) Preferred name:

(d) Surname:

2. Contact details

(a) Work telephone number:

(b) Mobile number:

(c) Preferred contact number:

(d) Email address:

(e) Address 1:

(f) Address 2:

(g) Town:

(h) County:

(i) Postcode:

3. Other information

National insurance number:

I certify that the information that I have supplied in this form is correct and I understand that any false or misleading information, if proved, may result in no further action being taken on this application, or, if appointed, dismissal from the service of the council.

Signed:

Date:

Section 2: Current position held

4.

(a) Current position held:

Current Job Title:	Grade:	Date appointed:

Section 3: Experience

5.

You must complete the application form in either typescript (Arial font size 11) or legible hand-writing using black ink. You must limit your text in the next section to no more than one A4 page per criterion. You must not use continuation sheets. If you submit more than one page per criterion, the short-listing panel will only consider the first page of information and you may not be short-listed.

Applicants **must**, as at the closing date for receipt of application forms, be able to demonstrate by providing personal and specific examples on the application form, that they meet the experience as stated in the employee specification.

Essential criteria

Applicants **must**, as at the closing date for receipt of application forms, be able to demonstrate on the application form, by providing personal and specific examples, at least one year's relevant experience in each of the following three areas:

- (a) effective communication skills, including the dealing with members of the public in a confident and calm manner;
- (b) carrying out a range of office and administration duties for management, including writing reports and compiling and analysing service information; and
- (c) controlling and operating substantial communications equipment, for example, a two-way radio communication system or extensive switchboard.

Short-listing criterion

In addition to the above experience, Belfast City Council reserves the right to short-list only those applicants who, as at the closing date for receipt of application forms, can demonstrate on the application form, by providing personal and specific examples, at least two years' relevant experience in each of the three areas detailed above (a) to (c).

In boxes (a) – (c) please provide the following detail:

In box (a), you must clearly state the start and end dates of your relevant experience including the number of years' experience you have in this area. You must clearly detail your personal experience of dealing with the public; how often you dealt with members of the public; how you ensured use of effective communication skills; the range of members of the public you have dealt with; any issues that you dealt with; how you dealt with these issues in a confident and calm manner, etc.

In box (b), you must clearly state the start and end dates of your relevant experience including the number of years' experience you have in this area. You must clearly detail the service information you have compiled; how you have analysed service information; any systems or tools you used to assist you with completing and analysing service information; the reports you have written; how management used these written reports, etc. You must clearly detail the types of general office and administration work you carried out; who that work was for; how you carried it out; how you ensured accuracy; what systems you used, etc.

In box (c), you must clearly state the start and end dates of your relevant experience including the number of years' experience you have in this area. You must clearly detail the specific communications equipment you have been responsible for; detail what this equipment was; how this communication equipment was substantial, for example, number of telephone or radio users, number of sites/types of equipment used, etc.

(a)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year's relevant experience of effective communication skills, including dealing with members of the public in a confident and calm manner.

(Please note, Belfast City Council reserves the right to short-list only those applicants who can demonstrate at least two years' experience in this area)

Continuation sheets must not be used

(b)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year's relevant experience of carrying out a range of office and administration duties for management, including writing reports and compiling and analysing service information.
(Please note, Belfast City Council reserves the right to short-list only those applicants who can demonstrate at least two years' experience in this area)

Continuation sheets must not be used

(c)

Applicants **must** demonstrate here, by providing personal and specific examples, that they have at least one year's relevant experience of controlling and operating substantial communications equipment, for example, a two-way radio communication system or extensive switchboard. **(Please note, Belfast City Council reserves the right to short-list only those applicants who can demonstrate at least two years' experience in this area)**

Continuation sheets must not be used

Equal opportunity monitoring form

HR Reference number: 0000000628/

Belfast City Council is committed to ensuring that all eligible persons have equality of opportunity for employment and advancement in the council on the basis of ability, qualifications and aptitude for the work. To ensure the effective implementation of the Equal Opportunities Policy all applicants are requested to complete the following questionnaire. This questionnaire will be removed from your application form and will be strictly controlled in accordance with the Code of Practice on Monitoring agreed with Trade Unions.

This questionnaire will not be seen by either the short-listing or interview panels.

Personal details:

Official use only:

Date of birth:		Dob	
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Gender:	Male			Female			Gender	
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Family status:	Married	<input type="checkbox"/>	Single	<input type="checkbox"/>	Status	<input type="checkbox"/>
	Divorced	<input type="checkbox"/>	Separated	<input type="checkbox"/>		
	Widowed	<input type="checkbox"/>	Cohabitant	<input type="checkbox"/>		
	Civil partnership	<input type="checkbox"/>	Dissolved civil partnership	<input type="checkbox"/>		
	Other, please specify	<input type="text"/>				

Ethnic origins:	White	<input type="checkbox"/>	Indian	<input type="checkbox"/>	Ethnic origin	<input type="checkbox"/>
	Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>		
	Chinese	<input type="checkbox"/>	Irish Traveller	<input type="checkbox"/>		
	Black African	<input type="checkbox"/>	Black Caribbean	<input type="checkbox"/>		
	Black other, please specify	<input type="text"/>				
	Mixed ethnic group, please specify	<input type="text"/>				
Other, please specify	<input type="text"/>					

Please state your nationality or citizenship (for example, British, Irish, Polish):	<input type="text"/>	Nation	<input type="checkbox"/>
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Persons with and without a disability:

A person has a disability if he or she has “a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities” (Disability Discrimination Act, 1995)

Do you, in accordance with the above, have a disability?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Disability	<input type="checkbox"/>
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If yes, please state nature of disability:

If no, have you ever had a disability?

Yes

No

History

Persons with and without dependants:

Have you any caring responsibility?

Yes

No

Official use only:

Dependants

Children

Relative

A person with a disability

Other, please specify

Religious affiliation or community background:

The council is required by The Fair Employment and Treatment (NI) Order 1998 to monitor the perceived religious affiliation or community background of its employees and applicants. In accordance with the Monitoring Regulations 1999, we are asking you to indicate the community to which you belong by ticking the appropriate box below:

I am a member of the Protestant community

Code

I am a member of the Roman Catholic community

Method

I am a member of neither the Protestant nor Roman Catholic communities

Please note: If you do not complete this section, we are encouraged to use the 'residuary' method, which means that we can make a determination on the basis of personal information on your application form.

Religious belief or tradition:

Please specify your religious belief, for example, Christian, Hindu, Muslim, please specify

Religious belief

No religious belief

Not disclosed